



Welcome to Townend Court

Learning Disability
Assessment & Treatment Unit

**A Guide for Families and
Carers**

July 2015

Townend Court provides support for adults with a learning disability from the Hull and East Riding of Yorkshire area who require specialist 24 hour assessment and / or treatment support within an inpatient service.

The service provides care for people who require an informal admission either through consent or the Mental Capacity Act (2005) and for those individuals who necessitate an admission under the Mental Health Act (1983)

There are currently three units within Townend Court;

Willow – providing assessment services

Lilac – providing treatment services

Beech – providing enablement services

Both units are managed by a Unit Manager supported by 3 Deputy Managers alongside a team of learning disability qualified nurses, healthcare assistants and ancillary staff. Overseeing the whole of Townend Court is the Modern Matron

A Consultant Psychiatrist is responsible for the co-ordination of the medical treatment of individuals admitted to the unit and may also act as the Responsible Clinician for those people detained under the Mental Health Act

Other professionals that support the individual through assessments and treatments plans are Clinical Psychologist, Speech & Language Therapists, Occupational Therapists and others specialists identified throughout their stay.

In addition the Community Team for Learning Disabilities and the Continuum Team work to support individuals in their homes prior to admission and following discharge from the service working closely with the inpatient team to ensure a smooth and safe transition



Referrals

Referrals to the service are received through the Admission Panel comprising of people representing a range of professions both in health & social care roles including advocacy services.

Individuals accepted for admission are placed on a waiting list. Waiting times are dependant on the current inpatient population, available beds and the individual needs of the person.

Out of area referrals are considered and are subject to specific criteria and funding agreements

Crisis

Townend Court are able, dependant on vacancies, to offer crisis support & admission to Willow Unit. The beds are subject to specific criteria and time limited in their use. Referral and access to this service is through direct contact with Willow Unit.

Assessment

A 28 day assessment is initiated for people upon admission to provide a comprehensive overview of the current presentation of the person. Other assessments will also be completed dependant on the reason for the person's admission

During this time regular clinical reviews are held to discuss individual progress

Treatment

Following the completion of assessments and clinical reviews a decision is made as to the course of intervention(s) required.

The individual may be advised to remain at Townend Court for a further period of treatment.

For others a treatment plan can be transferred into and supported in their own homes with the continued support of the Community Learning Disability Teams



Admission

Your relative will be given a time and date to come to Townend court. If you would like to visit before this date we can arrange for this to happen.

On arrival your relative will be shown around the unit and meet the staff and other people staying here. We have a Welcome Pack that staff will complete with your relative full of information about their stay and is theirs to keep with them.

The staff may also talk to your relative, or yourselves, about important information we need to know such as daily routines, special diets, preferred activities, medications etc.

It is a good idea to bring any medications your relative is taking and these will usually be returned on discharge



Spirituality and Pastoral Care

Spirituality is an important but often neglected area in the lives of people with learning disabilities. We recognise the importance of your relatives beliefs and faith in their lives and aim to encourage and enable a spiritual dimension to be part of their care whilst they stay with us. Unit staff will talk to your relative or yourself when they come to Townend Court about any wishes they have

We have a chaplain who is available to visit to talk about spiritual issues or pastoral support

The Chaplain will also arrange for your relative to be visited by a representative of their faith community if requested

Alternatively you are encouraged to ask your faith members visit your relative at Townend Court where a faith room, The Oak Room, is available for private visits

In certain circumstances unit staff are also available to support your relative to attend faith services



You can contact the team by ringing
24hr answer phone

01482 38922

or

spirituality@humber.nhs

Advocacy

We will encourage you to be involved in the care and treatment of your relative if this is what they want.

Sometime even people with relatives or carers need someone else to help them tell us what they would like to happen

The advocates we use at Townend Court are people from VoiceAbility and are called

Independent Mental Capacity Advocate (IMCA)

And

Independent Mental Health Advocate (IMHA)

We also encourage people to use independent advocates if they choose to do so



You can contact Voiceability at

<http://www.voiceability.org/home>

or

01223 555800

Making a Complaint

Whilst we try to make sure that everyone's stay goes smoothly we know that sometimes things don't always go as well as you or relative expect

We have accessible complaints forms for people staying at Townend Court

Talking to the staff can sometimes reassure you but other times you might want more help, advice or support. You can contact our confidential Patient Advice and Liaison Service (PALS) who aim to listen to concerns, suggestions and queries, help resolve concerns and give advice about the formal complaints procedure

You can contact PALS by telephone



01482 303966

or

pals@humber.nhs.uk

You can also contact the Care Quality Commission (CQC) who can give you further information about making a complaint

03000 616161

or

enquiries@cqc.org.uk

or

www.cqc.org.uk

or



Care Quality Commission

Citygate

Gallowgate

Newcastle

NE1 4PA

Health Records

Like many NHS services, Townend Court uses computerised health records. Access to the system is strictly limited and only people involved in your relatives care will look at the information. The system records everyone who looks at your relatives records

Confidentiality

Your relative has the right to keep information about themselves and their treatment confidential

With their agreement staff encourage the involvement of carers and significant others in their lives. Some people are unable to give their consent. For these people the care team will liaise with others that know them well and work in accordance with the principles of the Mental Capacity Act (2005)

Sometimes, in order to provide effective assessment and treatment services, we may need to share information with other agencies. When this occurs we will always record when and why this was done

Please talk to staff if you have any concerns who will be happy to answer questions you may have.

Alternatively you can contact

Dr Dasari Michael Caldicott Guardian
01482 389365 (Confidentiality)

Hilary Gledhill Senior Information Risk Owner
01482 389273 (Confidentiality and Data Protection Queries)

Birgit Ellis Medical Records Administration Manager
01482 389275 (Access to Health Records)



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